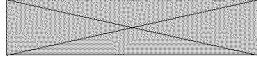**To:** lizzie.grossman@mac.com[lizzie.grossman@mac.com]
From: Microsoft Outlook
Sent: Sun 8/9/2015 1:57:14 AM
Subject: Undeliverable: Update: Gold King Mine Release Media Call
Update: Gold King Mine Release Media Call

Your message to lizzie.grossman@mac.com couldn't be delivered.

lizzie.grossman wasn't found at mac.com

Daguillard.Robert	**Office 365**	**lizzie.grossman**
Action Required		Recipient

Unknown TO address

How to Fix It

The address may be misspelled or may not exist. Try the following:

- **Retype the email address then resend the message.**
- **Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article:** Error code 5.1.1 in Exchange Online and Office 365.
- **Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.**
- **The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.**

If the problem continues, forward this message to your email admin.
Was this helpful? Send feedback.

More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is not hosted by Office 365 and the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the sender. An example is when the recipient changes their email address but the sender selects the person from the recipient nickname list, which still includes the out-of-date email address information.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the correct recipient address, and it's still not working, send a test message from another

user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see Error code 5.1.1 in Exchange Online and Office 365.

Original Message Details

Created Date:	8/9/2015 1:57:12 AM
Sender Address:	Daguillard.Robert@epa.gov
Recipient Address:	lizzie.grossman@mac.com
Subject:	Update: Gold King Mine Release Media Call

Error Details

Reported error:	*550 5.1.1 unknown or illegal alias: lizzie.grossman@mac.com*
DSN generated by:	CY1PR09MB0923.namprd09.prod.outlook.com
Remote server:	mr11p00im-smtpin012.me.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	8/9/2015 1:57:13 AM	CY1PR09MB0922.namprd09.prod.outlook.com	CY1PR09MB0922.namprd09.prod.outlook.com		1 sec
2	8/9/2015 1:57:13 AM	CY1PR09MB0922.namprd09.prod.outlook.com	CY1PR09MB0923.namprd09.prod.outlook.com	Microsoft SMTP Server (TLS)	*

Original Message Headers

```
Received: from CY1PR09MB0922.namprd09.prod.outlook.com (10.163.89.140) by
 CY1PR09MB0923.namprd09.prod.outlook.com (10.163.89.141) with Microsoft SMTP
 Server (TLS) id 15.1.225.19; Sun, 9 Aug 2015 01:57:13 +0000
Received: from CY1PR09MB0922.namprd09.prod.outlook.com ([10.163.89.140]) by
 CY1PR09MB0922.namprd09.prod.outlook.com ([10.163.89.140]) with mapi id
 15.01.0225.018; Sun, 9 Aug 2015 01:57:13 +0000
From: "Daguillard, Robert" <Daguillard.Robert@epa.gov>
To: "Daguillard, Robert" <Daguillard.Robert@epa.gov>
Subject: Update: Gold King Mine Release Media Call
Thread-Topic: Update: Gold King Mine Release Media Call
Thread-Index: AdDSRn1v+xNvVXSkQTyvn2vFGTUolA==
Date: Sun, 9 Aug 2015 01:57:12 +0000
Message-ID:
<CY1PR09MB0922B1CA8A71850A78C74E1BE5710@CY1PR09MB0922.namprd09.prod.outlook.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
authentication-results: spf=none (sender IP is )
```

  smtp.mailfrom=Daguillard.Robert@epa.gov;
x-originating-ip: [134.67.6.11]
x-microsoft-exchange-diagnostics:
1;CY1PR09MB0923;5:ckEZFQvl8yXlEM6OqJcE+rwVqFV6yLMa/+VCNjWIpbLmmDvio8IWNAuWhDAowWFl61/EtY7e
x-microsoft-antispam: UriScan:;BCL:0;PCL:0;RULEID:;SRVR:CY1PR09MB0923;
x-microsoft-antispam-prvs:
<CY1PR09MB09234887B2056EA3A44458A1E5710@CY1PR09MB0923.namprd09.prod.outlook.com>
x-exchange-antispam-report-test: UriScan:(108003899814671);
x-exchange-antispam-report-cfa-test:
BCL:0;PCL:0;RULEID:(601004)(5005006)(3002001);SRVR:CY1PR09MB0923;BCL:0;PCL:0;RULEID:;SRVR:
x-forefront-prvs: 0663390E1B
x-forefront-antispam-report:
SFV:NSPM;SFS:(10019020)(6009001)(30594002)(199003)(189002)(106356001)(62966003)(76576001)(
received-spf: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)
Content-Type: multipart/alternative;
        boundary="_000_CY1PR09MB0922B1CA8A71850A78C74E1BE5710CY1PR09MB0922namp_"
MIME-Version: 1.0
X-OriginatorOrg: epa.gov
X-MS-Exchange-CrossTenant-originalarrivaltime: 09 Aug 2015 01:57:12.5720
 (UTC)
X-MS-Exchange-CrossTenant-fromentityheader: Hosted
X-MS-Exchange-CrossTenant-id: 88b378b3-6748-4867-acf9-76aacbeca6a7
X-MS-Exchange-Transport-CrossTenantHeadersStamped: CY1PR09MB0923